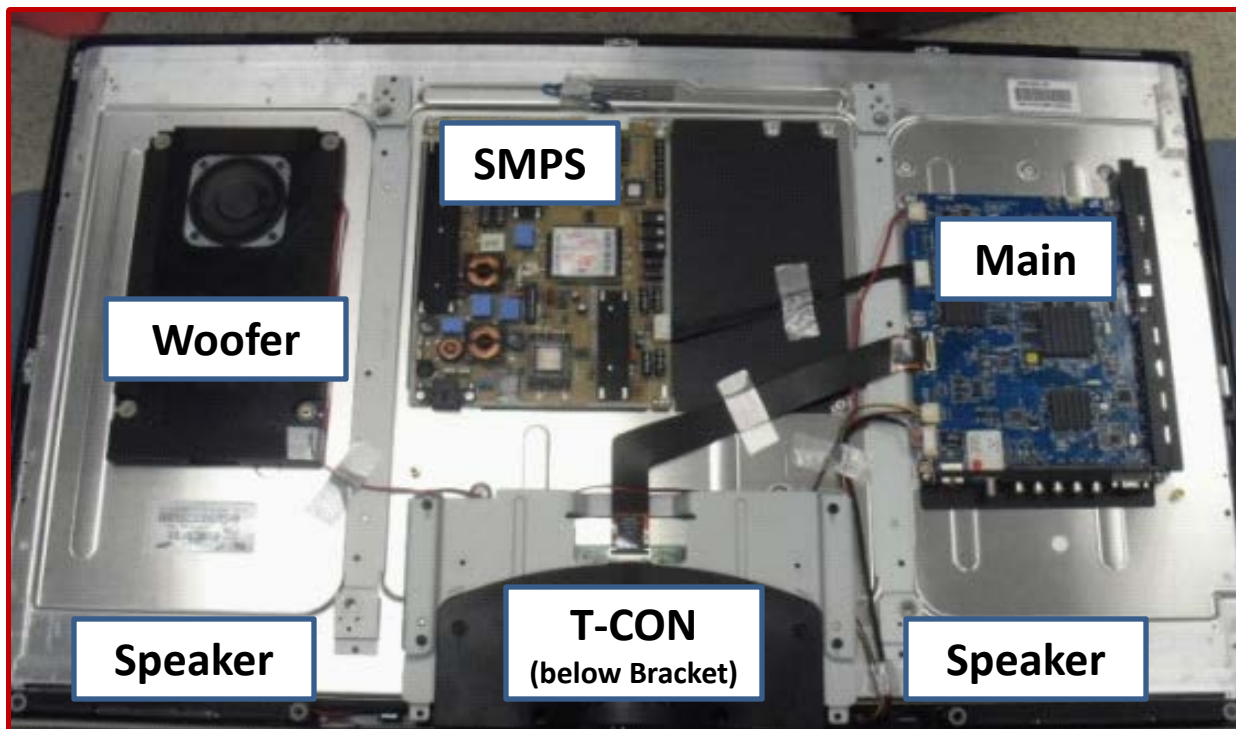




HELP : 1-888-751-4086 (Tech Support)
1-866-894-0637 (FE)

GSPN
<http://gspn3.samsungcsportal.com>

PLUS ONE
<http://my.plus1solutions.net/clientPortals/samsung>

HOT TIPS

Power On Problems: (see page 2)

Video Problems: (see page 3.4)

Other:

Media Player Issues

HDMI "bleed-over"

Solution: Upgrade Firmware.

FIRMWARE

Please check for latest update!

2010 LED TV C5000(only 55") and C6300
Firmware ver. 1006.1

Reason: This firmware will fix:

- Intermittent problem some stream may have when playing "Media Play"
- Buffering when connecting Samsung Camcorder S15 and 16 through WiFi

Previous: (1.0)

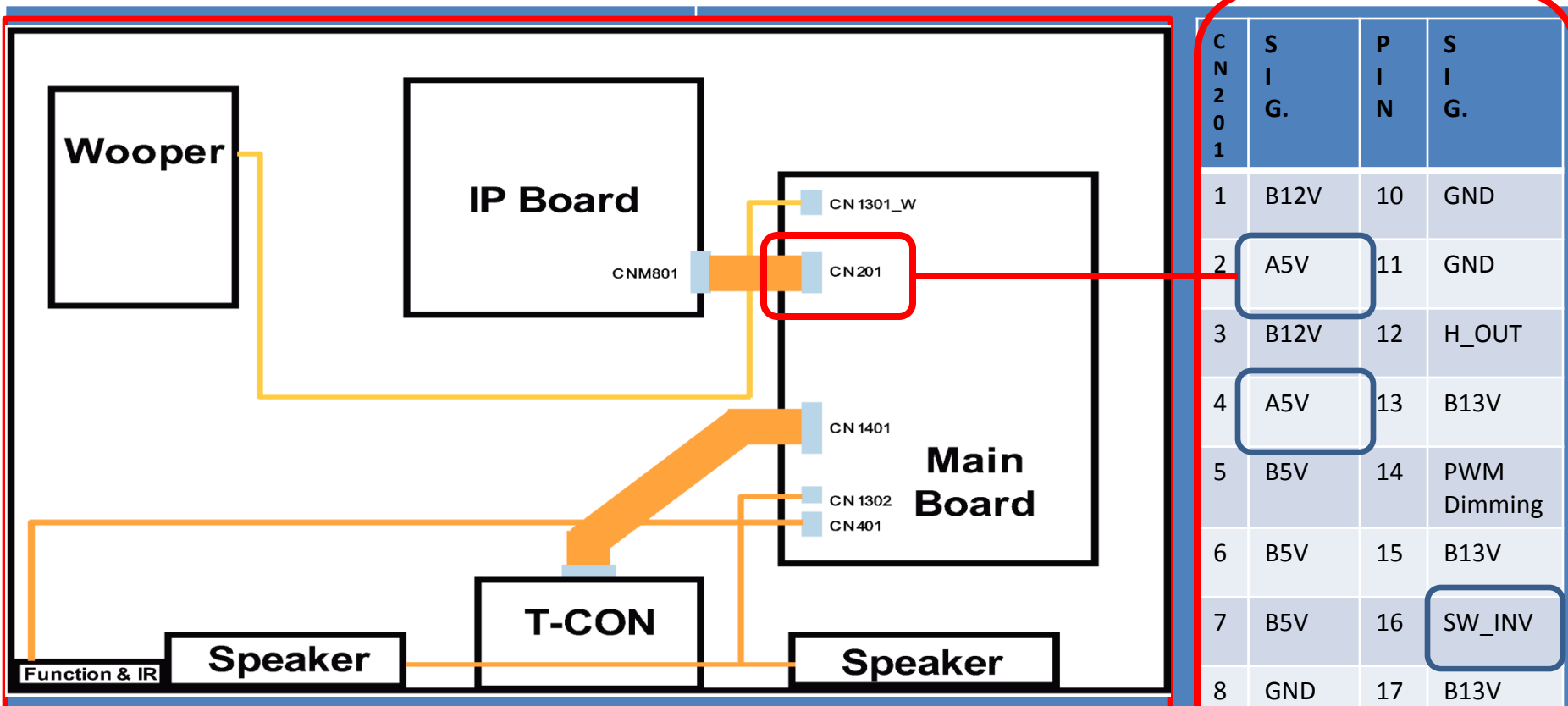
"USB Power Overload" message pops up even if USB port is not connected . HDMI 2 looks activated when HDMI 1 port is connected to 1

SERVICE BULLETINS

No Bulletins listed as of 6/13/11

Please check GSPN for parts update!

Version	Parts No	Short Description
ALL	BN44-00358B	Power PCB
SQ02	BN81-04357A	T-CON PCB
CN01	BN81-04452A	T-CON PCB
CN01	BN94-03318P	Main PCB
SQ02	BN94-03318X	Main PCB
ALL	BN96-13047J	Function & IR PCB
CN01	BN07-00855A	Panel
SQ02	BN07-00861A	Panel
ALL	BN96-10689A	Stand Guide Neck
ALL	BN96-12764A	Stand Base
ALL	BN96-12888A	Front Cover
ALL	BN96-12916M	Rear Cover
ALL	BN96-13131D	Stand Guide
ALL	3903-000527	Power Cord
ALL	BN40-00162A	Tuner
ALL	BN96-12723N	LVDS Cable



C N 2 0 1	S I G.	P I N	S I G.
1	B12V	10	GND
2	A5V	11	GND
3	B12V	12	H_OUT
4	A5V	13	B13V
5	B5V	14	PWM Dimming
6	B5V	15	B13V
7	B5V	16	SW_INV
8	GND	17	B13V
9	GND	18	IP_DET

Power On Sequence:

1. **Standby Voltages:** CN201-2, 4 (5V)
2. **Power On** probable error on CN201-2 or 4 PS_ON)
3. **Low Voltage Supplies On** CN201-5,6,7,13,17
4. **Back Light Supply On** CN201 -16
5. **Back Light Confirmation** CN201-18

To Force Backlight On without Main Board :

1. Remove Power Cord
2. Disconnect CN201
3. Plug In Power Cord
4. Backlight should be on immediately.

TROUBLESHOOTING VIDEO PROBLEMS

1. Verify Video Operation

- Customer Picture Test** (models available)
- "Display"** (If display is OK source is suspected)
- Substitute with known good Source
(external DVD or Signal Generator)

2. Using Test Patterns in Service Mode

- **ENTER SERVICE MODE** -

- Select an active source signal. (HDMI preferred)
Test Pattern may rely on signal source to appear.

Customer Remote

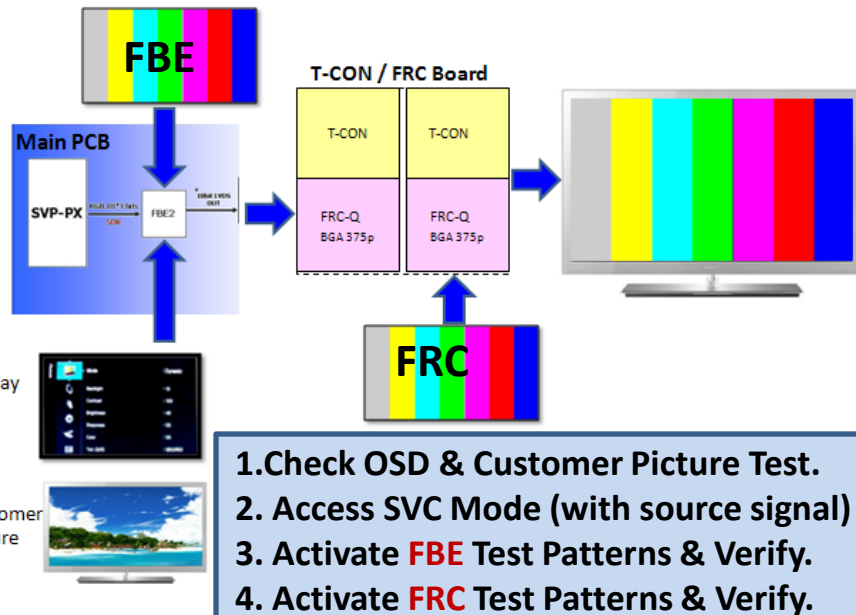
- Power off
- Mute, 182, Power

Service Remote

- Power On
- Info, Factory

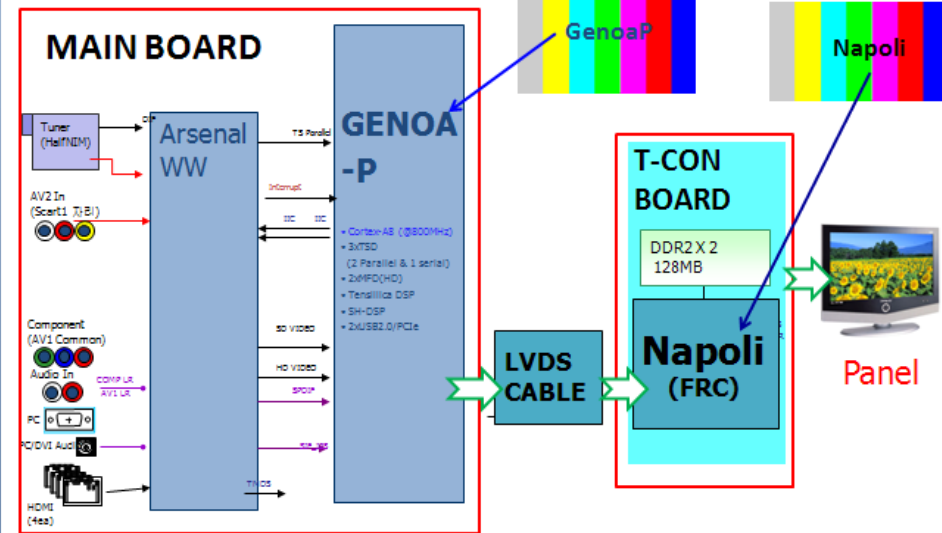
2010 Models

LCD Signal Path for Troubleshooting



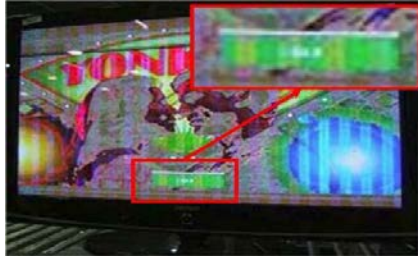
2011 LED 8000 Series

Verify Test Mode Signals



- Select an active source signal. (HDMI preferred)
Test Pattern may rely on signal source to appear.
- Access Service Mode
- Access **SVC**
- Access **Test Patterns**
- Access **Genoa-P**
- Check Test Patterns
- If OK suspect input Source
- Access **Napoli**
- Check Test Patterns
- If OK and Genoa-P was not good
Suspect Main Board or LVDS Cable

ON SCREEN FAILURE EXAMPLES:



If Picture & Display errors
Defective Main Board, LVDS,
or T-CON



Green lines or a green screen
defective main board , LVDS , or
T-CON.

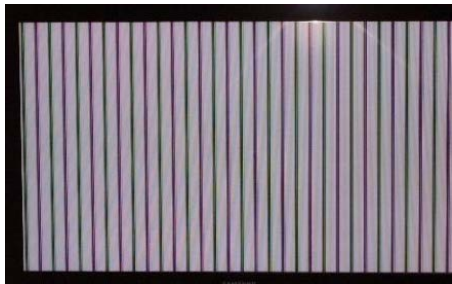


Original Image



Image on Screen

Pixelization can be caused by the main board
but is more commonly a source error



Vertical or Horizontal Lines :Defective
Panel likely but also T-CON, LVDS, or Main
Board. Use Test Patterns in Factory Service
Mode to determine error)

ALIGNMENTS:

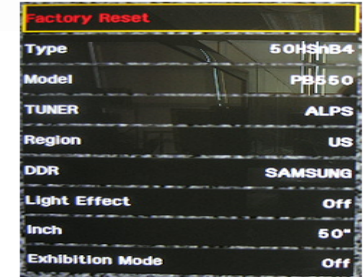
1. Check/Set Option Bytes:

Using the Customer Remote

1. Turn the power off and set to stand-by mode
2. Press the remote buttons in this order; POWER OFF-MUTE-1-8-2-POWER ON to turn the set on.
3. The set turns on and enters service mode. This may take approximately 20 seconds.
4. Press the Power button to exit and store data in memory.
- If you fail to enter service mode, repeat steps 1 and 2 above.
5. Initial SERVICE MODE DISPLAY State

Project	PB5G	PB5G	PB5G
Model	B550	B550	B550
Model Code	PN6B550T2FXZA	PN6B550T2FXZA	PN6B550T2FXZA
No.	ITEMS		
1	Factory Reset	-	-
2	Type	50FSpl4	58FNK1
3	Model	PB550	PB550
4	TUNER	ALPS	ALPS
5	Region	US	US
6	DDR	SAMSUNG	SAMSUNG
7	Light Effect	Off	Off
8	Inch	50"	53"
9	Exhibition Mode	Off	Off

Option Bytes



Option											
Type	Model	Tuner	Region	DDR	Light Effect	Audio AMP	Ch Table	Country	Front Color	Local Set	Exhibition Mode
55D1UFOE	UC5000	SEMCO	-	-	OFF	-	-	USA	T-R-BLK	-	-
55A1UFOE	-	SEMCO	-	-	OFF	-	-	USA	T-R-BLK	-	-

2. Check/Perform Firmware Upgrade for all repairs.

3. Perform reset in Service Mode & Plug and Play if Main board is replaced.

SPECIAL NOTES:

Inform customer of reset of all
Settings if Main Board or Panel is replaced.